

DW10-141

From: cantonides@roadrunner.com [mailto:cantonides@roadrunner.com]

Sent: Thursday, September 05, 2013 3:35 PM

To: PUC - Executive.Director

Subject: Lakes Region Water Co. and the PUC

NHPUC 9SEP'13AM8:04

Dear Executive Director: I am writing to express my concern and anger over billing charges on my most recent bill from the Lakes Region Water Company. The bill contains 3 separate slips citing recovery surcharges authorized by the PUC for the expense(s) of :

- 1)"to advertise for a Utility Finance Manager"
- 2)"to aquire a Utility Finance Manager"
- 3)"for the aquisition of a Utility Finance Manager"

Two of the orders (No.25496 and25391) are one time surcharges and the third (No.25496 & 25391) is a permanent rate increase. After calling your office and speaking with Mike, I have learned that the LRWC was mandated by the PUC to hire a Finance Mngr. I am flabbergasted that you are passing this expense onto the customers. You have got to be kidding me.

This is a poorly run company with a history of bad customer service requiring a constant stream of recovery surcharges being passed onto the customer. Last summer I had a very unpleasant adventure with Mr. Mason and his band of incompetent staffers while attempting to get a water service installed in my barn. Amateur and incompetent are two of the words that best describe their ability to communicate with a customer and follow through with what they say they are going to do. I'm sure my calls to Mike are on record with you. I would be glad to give you the details of the story here but I'll stick with the topic at hand - which is: How on earth can you authorize them to bill us for something you are making them do? You want us to pay for them to try and do a better job. That's pitiful. And you want us to pay for ADVERTISING. This is ridiculous.

Enough of the surcharges. Enough of letting this company continue to raise fees. Next thing we'll be getting a surcharge for office toilet paper. I am very disappointed with both LRWC and the PUC. You folks at the PUC need to start looking out for the PUBLIC. LRWC needs to get its act together and pay for it themselves.

Craig Antonides  
Thornton NH